

Clarification 1

01 March 2009

**Support & Maintenance of the
Government Network of Maldives**

Clarifications

Question 1: Can the bidder utilize the infrastructure for commercial purposes?

Answer to Question 1: The bidder is requested, encouraged to use the infrastructure for commercial purposes, and to underwrite the cost of the Support & Maintenance of the Government Network of Maldives as much as possible based on these activities. The bidder should propose the commercial activities in a similar table as below.

No.	Purpose of Activity	Savings by NCIT
1		
2		

The commercial activities proposed will be subject to regulatory and NCIT approval. These activities should not compromise the security of the GNM.

Question 2: Will the presence of Support & Maintenance Contractor be required at the NCIT Network Operations Centre (NOC)?

Answer to Question 2: The Contractor will be required to man the NOC for helpdesk and technical support for 6 days a week (except for Friday) for a period of 12 Hours a day. The exact timings of this will be arranged later, however the timings should coincide with the normal working hours of the Government (08:00AM to 04:00PM).

Question 3: Will the Support & Maintenance Contractor have access to the monitoring tools and software being deployed at the NOC?

Answer to Question 3: The Contractor will have access to the monitoring tools and software deployed at the NOC. The Contractor will be able to use these tools for monitoring and helpdesk support functions during the times in which the NOC is manned by the Contractor's staff.

Question 4: Are there any Service Level Agreements / Contracts with equipments vendors for repair and maintenance of the equipments?

Answer to Question 4: It is the responsibility of the Contractor to arrange the necessary service levels / contracts or warranty for the equipments, with equipment vendors in order to meet the availability requirements of the Government Network of Maldives.

Question 5: Is the Contractor required to conduct security audits of the network?

Answer to Question 5: The Contract is not required to conduct a fully certified security audit of the network, however the contractor will propose how they plan to conduct security audits of the network. NCIT will hire certified security audit consultants to conduct a full security audit of the Government Network of Maldives

Question 6: Is there any mechanism in place to review the agreed Service Levels / Prices within the Contract Period?

Answer to Question 6: Service Levels can be reviewed every six months. The Support & Maintenance of the Government Network of Maldives will be awarded for a three year period on the basis of one year contracts; therefore there will be an opportunity to review the prices at the end of each one year contract if there is such a requirement agreeable to both parties.

Question 7: How will the Service Levels of the Contractor be measured?

Answer to Question 7: The Service Levels of the Contractor will be measured from the time the issue is brought to the attention of the Contractor. For issues identified by the NCIT / other agency staff, the Service Levels will be measured from the time issue is informed to the Contractor. It will be the responsibility of the Contractor to ensure that the issue is rectified or a walk-around solution is deployed within the specified service levels.

Question 8: Is the insurance of equipments procured as spares under the Support & Maintenance contract be covered under the insurance for the Government Network of Maldives?

Answer to Question 8: The insurance of the Government Network of Maldives includes the current equipments that have deployed as part of the implementation. The Contractor will be required to arrange for the insurance of spare equipments procured under this contract.

Question 9: Is the Government Network of Maldives fully implemented and will it be handed over in full working condition?

Answer to Question 9: The implementation of the Government Network of Maldives is currently in its final stages and will be handed over to the Support & Maintenance Contractor in working condition.

Question 10: Will NCIT arrange for the necessary approvals required for civil works such as approvals for road works, etc?

Answer to Question 10: The contractor will be required to arrange for the necessary approvals to carry out such works; however NCIT will assist the Contractor to get such approvals where ever possible.
